NETWORK MANAGER REPORT

MARCH 2007

SUBMITTED BY Sloane Wright, General Manager

OVERVIEW

Operations

Spring is in full swing and has several agencies inquiring on digit government opportunities. Three new applications have been released during the month of March as well as several updates. Discussions for several exciting projects are currently underway and will be in the works in the coming months. With the continued support in the digital government initiative, we are focused on making 2007 an excellent year for Alabama e-Government.

Highlights during the month were:

- The Alabama Liquefied Petroleum Gas Board launched the online application for Motor Fuel Decal renewals. This application allows users to renew their decals online with the Board.

- The Alabama Department of Revenue launched the ET-C and ET-8 applications at the beginning of the month and processed over $800,000 to date. The ET-8 is a payment service for filing an Excise Return and requesting an extension and the ET-C serves as an online tool for the election and payment of the fee for filing a Consolidated Financial Institution Excise Tax Return.

- The Department of Conservation and Natural Resources has updated its Canoe Trail Campsite Reservation application by adding a calendar feature that shows what days are already reserved and allows users to click on open dates to reserve a canoe platform.

- The Alabama Board of Nursing license verification application was updated and released in March. This update was a complete redesign of the application adding enhanced security and accessibility.

- The Alabama Department of Revenue's business privilege tax privilege shared extension application has processed almost 1,000 returns in its second month in production. Out of the 1,000 applications that have processed online, almost $5 million dollars in statutory revenue has been collected for the state.

- The call center conversion for the Department of Conservation and Natural Resources has been completed and is in production. The call center is a registered agent of DCNR and utilizes the iPOS system to complete all transactions for sportsmen/women who choose to call versus use the online system.

- The batch license report update for the Department of Conservation and Natural Resources has been completed. This update provided new features to the reports generated for licenses purchased online.

Marketing

The marketing team is working diligently in preparation for the May/June release of alabama.gov V5. The Best of Web competition should be released for the 2007 year in the next month. AI is working to get ahead of the competition by preparing for the submission now. The team is also creating a marketing book that will assist Alabama Interactive in generating new customers and partners.

The latest version of the portal has been handed to the development team to add new features to the portal. The portal team is working hard to make sure that the portal stays on its current path. The team hopes to have the entire month of May for testing.

Spring is usually the busiest time of year for award submissions. Several applications are due during the month of April and May. These awards include the LivePerson Best in Chat Awards, the GovMark Council Awards, and the Center for Digital Government's Best of Web.

Customer Service

In the month of March, Our customer service team worked with constituents and businesses as they completed their extension request online. Assist was also issued to financial institutions with their excise tax return which was due March 15, 2007.

Pass-thru billing has ended between Alabama Interactive and the state. All March transactions were billed to each agency directly under the guidelines of the new ITB.

The Alabama Department of Conservation and Natural Resources and Alabama Interactive worked together to change the phone sales agent for hunting and fishing licenses. After much research and communication, both AI and DCNR agreed that AnswerTek would be the best solution. With preparation, the transition was completed successfully. DCNR and AI will continue to monitor and work with AnswerTek closely during the next few months.

Development

The AI Dev-Share team had three meetings during the month of March, an AJAX demo and code review, a code review of the internal receipt management system, and a security meeting to discuss the new corporate security initiative. During the AJAX meeting we reviewed some sample code and discussed the possibilities of using AJAX in our applications. During the security meeting we discussed the new corporate security initiative and our plan to continue to review our applications for security vulnerabilities.

In addition, the development team released three new applications and two application updates. The new production applications are Department of Revenue Financial Institution Application for Extension of Time for Filing Excise Return (ET-8), Department of Revenue Election and Payment of Fee for Filing a Consolidated Financial Institution Excise Tax Return (ET-C), and Liquefied Petroleum Motor Fuel Decal License Renewal. The applications receiving updates are Nursing License Verification and the Bartram Canoe Trail Campsite Reservation Service.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-"Smoke School" Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed in 2006

Alabama State Board of Chiropractic Examiners	-Facility Renewal
Coastal Birdfest	-Merchant Service
Alabama Licensure Board for Interpreters and Transliterators	-License Renewal
Alabama Department of Public Health	-EMS License Renewal
Alabama Real Estate Commission	-Simple Transfers
Alabama Department of Revenue	-Certificates of Good Standing -Tax Estimations -IFTA Merchant Service
Alabama Department of Mental Health and Mental Retardation	-Case Manager Online Subscription Service
Farmers Market Authority	-Shopping Cart
Alabama Board of Social Work Examiners	-License Renewal
Alabama Board of Public Accountancy	-Firm Renewals
Alabama Board of Nursing	-Pay Fee/Fine Application
Home Medical Equipment Board	-License Renewal
Alabama Board of Physical Therapy	-License Renewal
Alabama Homebuilder Licensure Board	-Expired Individual License Renewal -Expired Inactive License Renewal
Alabama Board of Professional Engineers and Land Surveyors	-Certificates of Authorization
Department of Education	-Certification Payments (Fingering Printing/Background Checks)
Alabama Department of Conservation and Natural Resources	-Phone Sales -Alligator Hunt
Marriage and Family Therapy	-License Renewal
Alabama Heating and Air Conditioning Contractors Board	-License Renewal
Department of Finance, ISD	-IT Strategic Planning Application

Completed for 2007

Agency	Application	Description	Date Completed
Alabama Defense Force	Website Redesign	A redesign of the Alabama Defense Force Website	01/15/2007
Alabama Board of Cosmetology	License Renewal	Allows for 13 license types to renew and pay online	02/07/2007
Alabama Department of Revenue	Business Privilege Tax – Privilege Shares Extension	Allows taxpayers to file a Privilege Shares Extension online	02/28/2007
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	03/02/2007
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	03/02/2007
LP Gas Board	Online motor fuel decal requests	Online motor fuel decal requests	03/20/2007

Completed Updates for 2007

Agency	Application	Description	Date Completed
Alabama Department of Public Health	EMS Renewal Updates	Updates to an existing application for the new year. New updates included code changes for business requirements	01/02/2007
Alabama Department of Revenue	FTP Updates	This is an update for the FTP at ADOR	01/08/2007
Alabama Board of Nursing	Database Switch	This is an update for an ABN database.	01/14/2007
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	02/27/2007

Alabama Board of Nursing	Update for license verifications	Update for license verifications	03/06/2007
Alabama Department of Conservation and Natural Resources	Update for Call Center; Switching partners	Researching and partnering with a new call center for telephone licenses	03/20/2007
Alabama Department of Conservation and Natural Resources	Update for online canoe platform request	Update will allow users to see when dates are available for platforms	03/21/2007
Alabama Department of Conservation and Natural Resources	Update for Batch License Report	Updates to allow for new batch license reports	03/26/2007

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in agency testing.	September 2005
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept e-check payments.	This application is in agency testing.	April 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006

Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Board of Optometry	License renewal	Online application for license renewals	This application is in the pre-project planning phase	March 2007
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	Fall 2007
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is paused pending information from the agency	December 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Board of Respiratory Therapy	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	September 2007
Alabama Department of Revenue	Individual eFile application	Online application for individuals to electronically file their taxes	This application is in development	January 2007
Alcohol Beverage Control Board	Sales license renewal application	Online application to allow stores and restaurants to renew their license with the state.	This application is in pre-project planning.	June 2007

Alabama Real Estate Commission	Course Renewals	Renewal application for courses	This application is in pre-project planning.	June 2007
Alabama Real Estate Commission	Instructor Renewals	Renewal application for instructors	This application is in pre-project planning.	June 2007
CIO's office	Trucking Portal	Portal for truckers moving through Alabama	This application is in pre-project planning.	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Department of Conservation and Natural Resources	adding renewal and gift option to subscription	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the pre-project planning phase	July 2007

SERVICE REQUESTS

Service Request #123
Department of Conservation and Natural Resources – Hunters Education Duplicate Certificates
Alabama Interactive requests and recommends that this service for the Alabama Department of Conservation and Natural Resource is added to the network as a charge service. The Hunters Education Duplicate Certificates request application will be developed at no cost to the Alabama Department of Conservation and Natural Resources, but will have a convenience fee associated with each transaction.

Service Request #124
Alabama Real Estate Commission – Instructor Renewals
Alabama Interactive requests and recommends that this service for the Alabama Real Estate Commission is added to the network as a charge service. The Instructor Renewals application will be developed at no cost to the Alabama Real Estate Commission, but will have a convenience fee associated with each transaction.

Service Request #125
Alabama Real Estate Commission – Course Renewals
Alabama Interactive requests and recommends that this service for the Alabama Real Estate Commission is added to the network as a charge service. The Course Renewals application will be developed at no cost to the Alabama Real Estate Commission, but will have a convenience fee associated with each transaction.

MONTH IN REVIEW

Total March AI Network Transactions	235,276
Average Successful Request per Day:	7,590
Total March alabama.gov Visitors:	254,591
Total March alabama.gov Page Views:	973,588
Total March alabama.gov Chats or Offline Messages from Live Help:	312

OPERATIONS & ADMINISTRATION

In March, AI has been diligently working to complete the testing version of the 5th redesign of alabama.gov. The site will be available in the coming weeks for review and testing by the board.

OTHER BUSINESS/IN CLOSING

In closing, March saw the release of three new applications and several strong updates. We look forward to a strong close on the tax-related applications currently available into mid-April.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright